

ATTACHMENT 1

AGENCY ORGANIZATION

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT
MEDICAL ASSISTANCE PROGRAM

State of: WASHINGTON

ATTORNEY GENERAL'S CERTIFICATION

I certify that:

THE DEPARTMENT OF SOCIAL AND HEALTH SERVICES is the single State
agency responsible for:

/X/ administering the plan.

The legal authority under which the agency administers the plan on a
Statewide basis is

RCW 74.09.500 and RCW 43.20A.030 and RCW 43.20A.200
(statutory citation)

/ / supervising the administration of the plan by local political subdivisions.

The legal authority under which the agency supervises the administration
of the plan on a Statewide basis is contained in

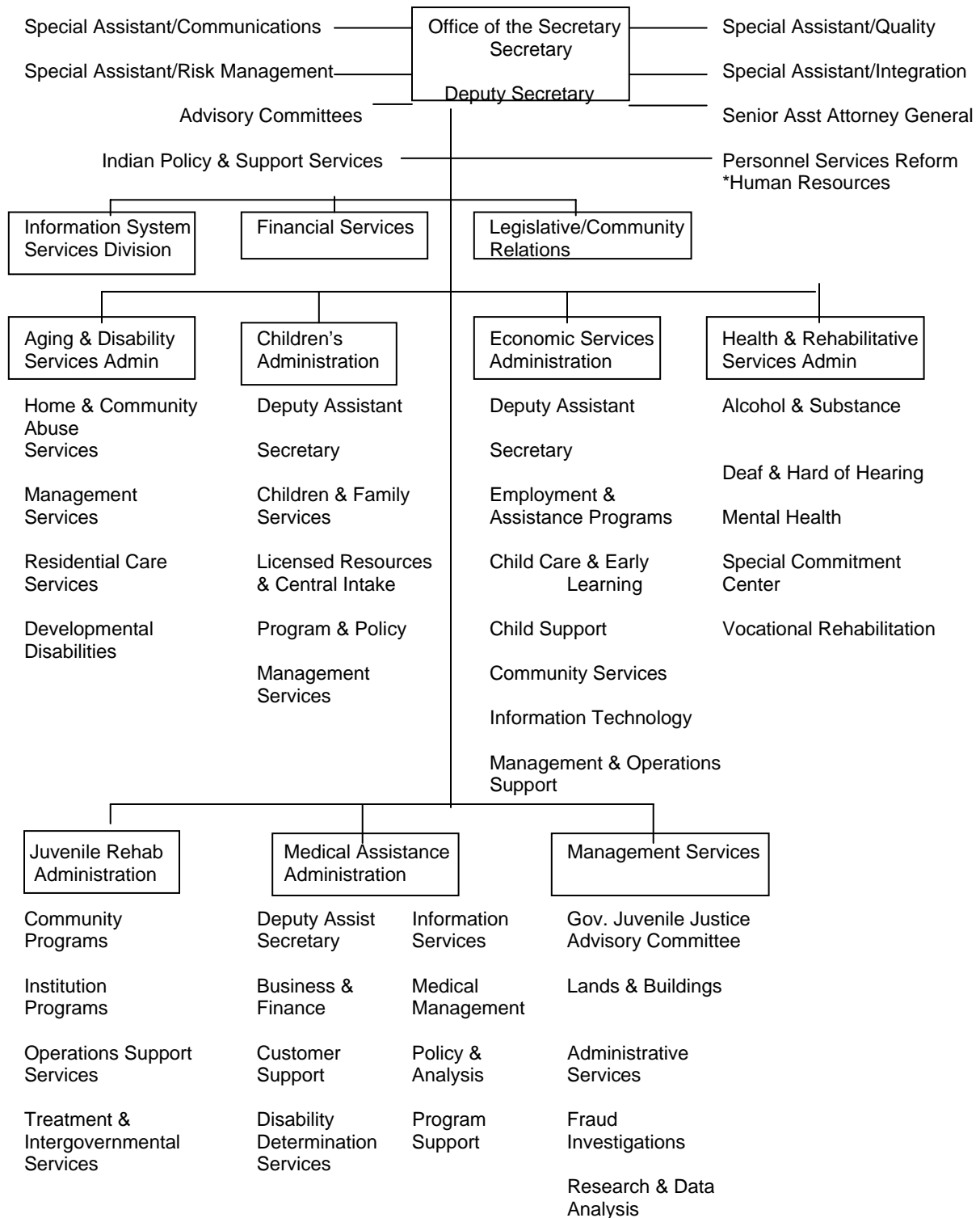
(statutory citation)

The agency's legal authority to make rules and regulations that are
binding on the political subdivisions administering the plan is

16 January 1991
DATE

/s/ Melissa A. Burke-Cain
Signature

Assistant Attorney General
Title

Organization Chart for the Department of Social and Health Services

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW**AGING AND DISABILITY SERVICES ADMINISTRATION**Home and Community Services

The Home and Community Services (HCS) Division promotes, plans, develops and provides long-term care services responsive to the needs of persons with disabilities and the elderly with priority attention to low-income individuals and families. HCS helps people with disabilities and their families obtain appropriate quality services to maximize independence, dignity, and quality of life.

Social workers, financial workers, adult protective services staff, Area Agency on Aging case management staff and administrative staff located in local offices throughout the state complete assessments, investigate abuse, establish financial eligibility, and provide case management and many other services to elderly and disabled adults throughout the state.

The long-term services administered by HCS include personal care, home delivered meals, assistive technology, nursing services, adult day health, environmental modifications, personal emergency response, transportation, home health aide, specialized medical equipment and supplies, case management, adult family home care, boarding home care, adult residential care and nursing facility care. These services are provided through administration of the state plan and one 1915 C waiver (categorically needy waiver) titled Community Options Program Entry system (COPES).

The division develops, implements and monitors Medicaid payment rates for home and community-based services, including adult family homes, assisted living, adult residential care, enhanced adult residential care, and in-home services.

Management Services

The Management Services Division provides administrative and support services to promote agency accountability and credibility, to support decision and policy making, to provide reliable and responsive IT support services, and to provide infrastructure and tools necessary for the Aging and Disability Services Administration to accomplish its mission.

The division develops, implements and monitors an equitable cost-related reimbursement system for nursing facilities. A unique daily rate is established and an individual year-end settlement is conducted each year for each Medicaid-certified nursing home.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Aging and Disability Services Administration, continued**Residential Care Services

Residential Care Services (RCS) Division promotes and protects the rights, security, and well-being of individuals living in licensed or certified residential care facilities, including nursing homes, boarding homes, adult family homes, and facilities for the developmentally disabled.

Integrated program functions administered by Residential Care Services include complaint investigations, annual inspections and enforcement activities to assure compliance with federal and state requirements; nursing facility utilization review; integrated quality assurance activities, including case mix accuracy review audits; periodic education programs for staff and providers; and policy and program development that supports consistent application of resident-oriented delivery systems. These functions are an integral part of the state's long-term care services system.

Professional nurses, long term care surveyors, and other professionals located in field offices throughout the state, carry out Residential Care Services oversight functions. A centralized unit receives complaints from the public and others, and prioritizes and assigns complaints for investigation in the field. Allegations of abuse, neglect and misappropriation of resident property by nursing assistants in nursing facilities are investigated by a special team of investigators.

Division of Developmental Disabilities

The Division of Developmental Disabilities (DDD) endeavors to make a positive difference in the lives of people eligible for services through offering quality supports and services that are individual and family driven, stable and flexible, satisfying to clients and their families, and tailored to individual needs. Supports and services are offered in ways that persons with developmental disabilities can make informed decisions about their options and provide optimum opportunities for success.

Programs administered by DDD include residential services, both facility-based and non-facility-based, employment and day services, and in-home services such as Family Support and Attendant Care. The Division operates five Residential Habilitation Centers and four State Operated Living Alternatives. DDD also administers several specialized programs, including the Infant Toddler Early Intervention Program (ITEIP) for children birth to three years and their families, the Voluntary Placement Program (foster care), the Community Protection Program, and the Developmental Disabilities/Mental Health Collaborative Plan. Case and resource management, as well as intake and eligibility determination, are provided by case resource managers and social workers located in offices around the state.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**CHILDREN'S ADMINISTRATION**

The Children's Administration administers child welfare and licensing services through forty-five (45) local offices in six (6) geographic DSHS regions.

Within the Children's Administration, the Division of Children and Family Services (DCFS) is the provider of client services. Children and families receive services from DCFS through three primary programs, Children's Protective Services (CPS), Child Welfare Services (CWS), and Family Reconciliation Services (FRS). The division is responsible for the investigation of child abuse and neglect complaints, child protection, family preservation, family reconciliation. Additionally, the division provides foster care, group care, independent living, and adoption services for children 0 to 18 years.

Under the Children's Administration, the Division of Licensed Resources (DLR) is responsible for licensing foster care and group care facilities, as well as child placing agencies, in Washington State. The quality of care offered by these providers is also monitored. This division provides services and training which enhance the quality of licensed facilities.

The Children's Administration provides statewide coordination of activities, program development, field support and oversight through its Management Services Division and Division of Program and Policy Development.

In addition to the divisions described below, and reporting directly to the Assistant Secretary of the Children's Administration, are two organizational units responsible for quality improvement staff development and training.

Division of Children and Family Services

Promotes and seeks to ensure the safety and protection of children through direct services and in partnership with community-based public and private organizations. DCFS provides family-focused, culturally relevant services to children and families. Services are directed toward keeping the family unit together and include in-home child protective services, family reconciliation services, home based services, adoption services, out-of-home interim care service, family foster care, foster care family support, group care, child placing agency services, interstate compact, victims protective services, independent living skills, public health early intervention services, and family home support.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Children's Administration, continued**Division of Licensed Resources and Central Intake

This division assures the quality of family foster homes and other out-of-home placement facilities through recruitment, licensing and training of foster parents, and ongoing monitoring of all Children's Administration's out-of-home care facilities for children who must temporarily reside out of their own homes. This division also operates a statewide, centralized intake system for after hours, weekends, and holidays.

Division of Program and Policy

This division develops and monitors programs to enhance the ability of field staff to serve and strengthen families through oversight of the Children's Administration's placement and services, out-of-home services, in-home services, adolescent services, Indian child welfare services, health services, early childhood program, victim's assistance, and early intervention services.

Division of Management Services and Research

This division has responsibility for children's research, fiscal services, federal funding requirements, automated case and management information systems (CAMIS), data management, and constituent relations to support and assure the quality of services provided to children and families in need.

ECONOMIC SERVICES ADMINISTRATIONEmployment and Assistance Programs

Develops policies and procedures for equitable, efficient, legal and timely administration of assistance program that provides basic necessities to eligible persons throughout the state. The goals are to maximize the services and financial support available to clients; assure that racial, language and cultural differences are not barriers to clients and/or staff; promote partnerships with the private sector, develop productive and well-trained staff; maximize program management; and enhance program monitoring.

Major program elements are Temporary Assistance to Needy Families, State Family Assistance, WorkFirst, Basic Food, General Assistance, Emergency Assistance, State Supplementation of SSI, Refugee Assistance, and Quality Assurance.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Economic Services Administration, continued**Division of Child Care and Early Learning

The Division of Child Care and Early Learning (DCCEL) was established in July 2001. This action consolidated in one agency such programs as child care licensing and health inspections, child care subsidy policy, child care contracts as well as numerous programs to assist child care providers in improving the quality of child care.

Division of Child Support

The Division of Child Support is responsible for administering the Title IV-D child support program under the Social Security Act. Child support services include paternity establishment and the establishment, modification and enforcement of child support and medical support obligations. The Division serves both public assistance recipients, including foster care recipients, and applicants for non-assistance services.

Community Services Division

Community Services Division works with individuals, families, and children to determine program eligibility and issue benefits for cash grants, food assistance, medical assistance, childcare subsidies, and other support services that help clients move to self-sufficiency. These services are provided through an organization of six geographic regions. Each has Community Service Offices (CSOs) with catchment areas defined by county and/or zip code. As of July 2003, there are 50 local Community Services Offices statewide.

Information Technology Division

Division staff provide services to internal and external customers through: analysis, design, development and maintenance of applications and webs, technical and help-desk support, application testing, training, and automation policy development. In addition, staff provides IT support, consultation and training to the field, regional and headquarters staff for desktop and laptop PC's, intranet server and sites and the mainframe systems.

Division staff support mainframe, client server and web-enabled systems necessary to deliver public assistance benefits, services and information to both clients and the public. Systems include:

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Economic Services Administration, Information Technology Division, continued**

- The Automated Client Eligibility System (ACES) a mainframe system used to determine eligibility and issue benefits for cash, food and medical assistance.
- Web-enabled inquiry access to the ACES client database is available to users.
- The Jobs Automated System (JAS), a web-enabled case management system for case managers, social workers, contractors, and tribes.
- The BarCode System, used to track and report client data.
- Web applications that support field staff, enable child care providers to track mandatory training, inform the public about benefits and services including the ability to apply for benefits and services on-line.

Division of Management and Operations Support

The Division of Management and Operations Support provides core business support services for ESA, including fiscal services (budgeting and accounting), contracts management and monitoring, audit planning and support, personnel and payroll, facilities management, non-IT equipment and supply management, and management of the state's Electronic Benefits Transfer (EBT) system.

HEALTH AND REHABILITATIVE SERVICES ADMINISTRATIONDivision of Alcohol and Substance Abuse

This division develops and conducts a comprehensive program of alcohol and other drug prevention, treatment, and shelter services. The goal of the program is to reduce the likelihood of persons becoming chemically dependent, and to provide an opportunity for alcoholics and other drug addicts to recover. The division discharges this responsibility by: directing a comprehensive prevention and community education program; certifying all providers of alcohol/drug treatment services in the state; and contracting with counties, Tribes, and non-profit organizations to provide treatment services to persons who cannot pay for the full cost of that treatment. The treatment services include alcohol/drug detoxification; diagnostic evaluation; outpatient; methadone treatment; a continuum of inpatient treatment; and, involuntary treatment.

The division also funds specialized inpatient and outpatient services for minorities, adolescents, and pregnant and postpartum women.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Health and Rehabilitative Services Administration, continued**Division of Deaf and Hard of Hearing

This division provides services to improve the quality of DSHS services and communication to ensure a better life for individuals who are deaf, hearing impaired, hard of hearing, deafened and deaf-blind. An advisory committee on deafness with community participation recommended the covered services. The services include information and referral services, consultation and technical assistance to other agencies, deaf awareness training and workshops, distribution of telecommunication devices to all qualified individuals, and implementation of a statewide telephone relay system. In addition, the division has contracted services for the provision of direct client services and the provision of telecommunication relay services.

Mental Health Division

This division promotes mental health and ensures that residents of the state who experience a mental illness or emotional disturbance during their lifetime receive consumer-driven treatment, support and services that allow them to achieve and maintain their optimal level of functioning. Services include community mental health services, crisis response, community support, residential support services, community psychiatric inpatient hospital services, state psychiatric hospital administration, mental health research and training.

Division of Vocational Rehabilitation

Provides rehabilitation services to eligible individuals who want to work but experience barriers to employment as a result of a physical, mental or sensory disability. Services include vocational assessment, assistive technology, counseling and guidance, independent living, interpreter services, job placement and retention, physical and mental restoration, self-employment, supported employment, training, high school transition, transportation and other related services.

Special Commitment Center

Provides programs to rehabilitate civilly committed sex offenders so they can return to their families and communities and not re-offend. To succeed in its mission, SCC works in partnership with the resident families and their advocates, as well as local, county, state, and federal governments.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**JUVENILE REHABILITATION ADMINISTRATION**

The Juvenile Rehabilitation Administration (JRA) is responsible for approximately 1,800 juvenile offenders a year and provides services and treatment programs to help reduce or change their criminal behavior through preventive, rehabilitative, and transitional programs. These youth, ranging in age from 10 to 21, are committed by their local juvenile court to JRA for a specific sentence.

JRA operates three institutions, one forestry camp, a basic training camp, state-run and contracted community facilities, and parole services. Under a new treatment focus, the Integrated Treatment Model, JRA looks at each youth's criminal behavior, family dynamics, and thoughts and feelings. This research-based model helps staff improve a youth's behavioral and emotional skills by giving them tools to help them change their behavior, thoughts, emotions, and reactions to daily challenges, such as tolerating distress, problem-solving, and anger management. JRA also offers specialized programs to address youth's mental health needs, sex offending behavior, and substance abuse dependency.

JRA manages these programs through three divisions and one office.

Division of Community Programs

JRA's Division of Community Programs operates seven state-run community facilities and seven contracted community facilities to provide custody and treatment to committed juvenile offenders. Community facility programs provide youth the opportunity to practice the new skills they have learned while in the institutions. Community facilities offer a less restrictive setting and give youth the opportunity to attend school and/or work in the community. Following commitment, JRA provides parole supervision based on risk to re-offend, and in some cases, type of felony sex offense. The four types of parole provided by JRA are:

Type	Length	Eligibility
Intensive Parole	26 weeks	Risk score cutoff (top 25% highest risk). Level 3 sex offenders Basic Training Camp graduates
Enhanced Parole	20 weeks	Risk score range
Sex Offender Parole	24 - 36 months	Certain felony sex offenders (RCW 31.40.210)
30-day Transition Parole	30 days	Lowest risk group (below risk score cutoff)

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Juvenile Rehabilitation Administration, continued**

JRA has significantly revised its parole programs in the past year. Parole now uses the Functional Family Parole Services research-based model. This model is based on Functional Family Therapy, a well-regarded, research-based model for reducing recidivism with juvenile offenders. Parole counselors work to motivate and engage families to find ways to help them function better as a family. JRA parole counselors use principles of targeted case management to assist youth in receiving services matched to need and risk, and then monitor and support these services during the parole period.

JRA parole has revocation authority to quickly respond to youth who may violate their parole. JRA parole uses graduated interventions to respond to misbehavior, matching consequences to violations, including reconfining youth to an institution, if necessary.

The Division of Community Programs contracts with the county juvenile courts for Consolidated Juvenile Services (CJS). This is a partnership between the state and county juvenile courts that offers pre-commitment services such as diversion, diagnostic, probation supervision, counseling, drug/alcohol assessment and treatment, vocational training, sex offender treatment, and psychiatric and psychological services.

Division of Institution Programs

JRA operates three institutions, one forestry camp, and one basic training camp to provide custody and treatment for juveniles committed to the state's custody. In addition to basic education, vocational, health care, recreational programs, and offense-specific treatment, and recreational programs, the institutions and camps use cognitive/behavioral skill-building techniques to reduce problem behavior and increase the offender's interpersonal effectiveness. The forestry camp offers both female and male offenders the opportunity to learn forestry programs, and firefighting skills. Firefighting crews are often sent out during the summer fire season to assist the Department of Natural Resources and other fire fighting crews in fighting fires.

Division of Operations Support Services

The Division of Operations Support Services provides fiscal oversight and operational support for services to the community and institution programs. Services include Capital Projects, Fiscal Services, Information and Technology Services, Contracts Management, Regulatory Reform, Legislative Coordination, and Constituent Services.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Juvenile Rehabilitation Administration, continued**Office of Treatment and Intergovernmental Services

The Office of Treatment and Intergovernmental Services (OTIS) is the JRA central office team responsible for policy and standard development, program management, and contract monitoring of state and federal grants statewide. This includes responsibility for administering the recently implemented Integrated Treatment Model as well as substance abuse, mental health, sex offender treatment programs and the interstate compact for juveniles. In addition, a medical and a clinical director manage the health care and mental health programs for all juveniles committed to JRA.

MEDICAL ASSISTANCE ADMINISTRATION

Medical Assistance Administration (MAA) is the designated medical assistance unit for the Single State Agency. MAA makes necessary health care services available to recipients of income assistance, SSI beneficiaries, and eligible persons with low income who do not qualify for financial assistance. See complete description under ATTACHMENT 1.2-B, Medical Assistance Administration.

OFFICE OF THE SECRETARY

The Office of the Secretary includes responsibility for Loss Prevention and Risk Management, Communications and Strategic Partnerships, Public Disclosure, Constituent Services, and Victim/Witness Notification. In addition, the following report to the Office of the Secretary:

Financial Services

The Chief Financial Officer reports to the Deputy Secretary and coordinates agency-wide budget development and fiscal analysis. Services include the operating budget, caseload and expenditure forecasts, and policy and fiscal analysis.

Financial Services assures strong fiscal management of resources consistent with federal and state regulations. It also promotes sound business practices; develops and oversees accounting and debt management policy for the department; provides centralized cash management; develops and maintains department wide accounting systems; writes and maintains the federal cost allocation plan; and has delegated responsibility for identification, collection and recovery of obligations owed the department.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Office of the Secretary, continued**Legislative Relations

Services include the State Legislative and Executive Branch Legislative agendas and development of strategies.

Information System Services Division

ISSD is the Department's primary center for information technology (IT) services. ISSD provides IT services including network support, data security and disaster recovery, portfolio management, project management support, information technology policy, e-government consulting services, applications support, technical training, internet/intranet support services, electronic messaging, telephone and video services, maintenance of DSHS mainframe system databases, production control, computer applications program library maintenance, job scheduling, distribution of printed output to DSHS worksites and clients, and helpdesk support for DSHS system users.

Indian Policy And Support Services

Indian Policy and Support Services (IPSS) is responsible for facilitating communication and advocating for "government-to-government" consultation between DSHS, Tribal Governments, Indian Organizations, and Indian communities. IPSS works directly with other governments and agencies in relation to the Governor's Centennial Accord, DSHS Administrative Policy 7.01, and State/Tribal agreements by implementing government-to-government relationships and enhancing communication between the tribal governments and the state.

IPSS works directly with all 29 Federally recognized tribes in Washington State and is responsible for developing and influencing agency policy as it relates to Native American Tribes and Indian communities. IPSS is responsible for the referral of individual clients to appropriate services within the Department and Regional and Tribal communities, as well as providing training sessions on statute, codes, RCW, WAC, and administrative policies to internal staff and external program partners.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Office of the Secretary, continued**Personnel Services Reform

The Personnel Services Reform Office was formed to implement the Personnel Services Reform Act, passed by the state legislature in the 2002 legislative session. The Act expands the scope of collective bargaining between state employees and the state, reforms the civil service system for state employees, and enhances state agencies' ability to competitively contract for services or functions. In addition, the existing statewide personnel/payroll system is being replaced by a new human resource management system. These changes are to be completed by July 2005.

Human Resources Division

The Human Resources Division is responsible for overall management of human resource functions within DSHS. These functions include supporting civil rights-related efforts on behalf of employees and the general public, as well as promoting an environment which values diversity. The division develops and coordinates the department's strategic plan related to compliance with the Civil Rights Act, the Americans with Disabilities Act and the Governor's Executive Order on Diversity. Also, the division maintains the department's plan to provide equal contracting opportunities to women and ethnic minorities.

Additional functions include consultation with agency managers on performance management, reduction-in-force, recruitment and selection, labor relations, position classification, personnel policy and procedure development, staff development, safety and claims management and personnel/payroll section.

Management ServicesAdministrative Services Division

The Administrative Services Division's direct services to public and vendors include language testing and certification, social service payments, administrative hearings and review, and assistance with department rules and policies. The division provides indirect services, infrastructure support, and oversight through contracts, purchasing, asset management, mail services, transportation, audits, management consultation, technical assistance and training.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTONDEPARTMENT OF SOCIAL AND HEALTH SERVICES
FUNCTION OVERVIEW, CONTINUED**Office of the Secretary, continued***Division of Fraud Investigations*

This division promotes program integrity by investigating allegations of fraud by applicants and recipients of public assistance programs and allegations of fraud by vendors of the department.

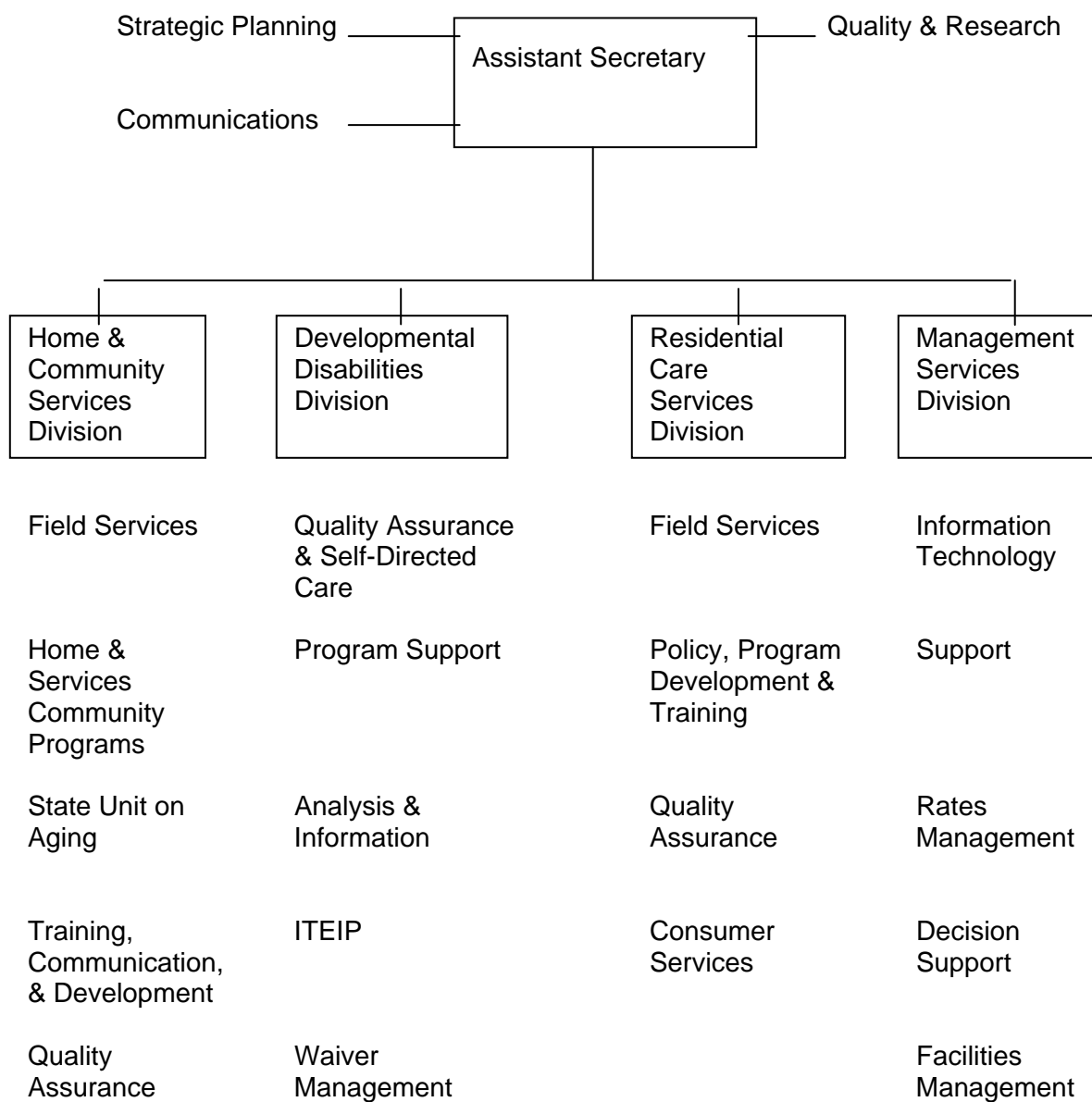
Lands and Buildings Division

The Lands and Buildings Division provides DSHS clients and staff safe and secure facilities in which to live, receive treatment and services, and work. The division centrally manages construction, renovation, and preservation projects at 22 DSHS institutions and group homes. This activity supports the agency's capital budget.

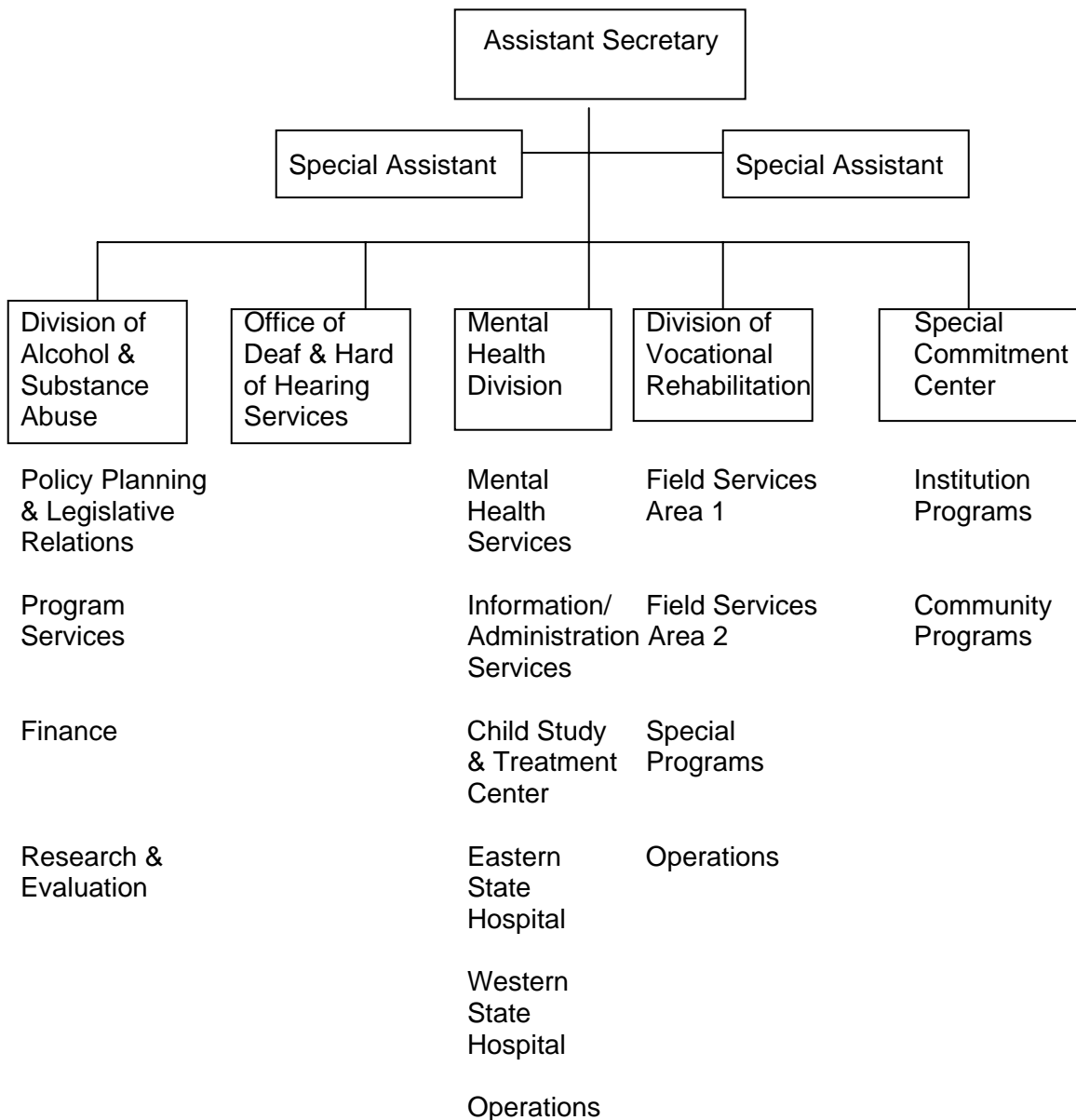
Research and Data Analysis Division

Research and Data Analysis designs and carries out cross-program analyses addressing DSHS clients, services, service costs and outcomes, including cost-offsets. RDA provides information to DSHS executives and managers, the Governor's Office, the legislature and staff, other state agencies, federal agencies, local governments, communities, and the general public. Data, analysis and reports can be accessed through the RDA website at www-1.dshs.wa.gov/rda/

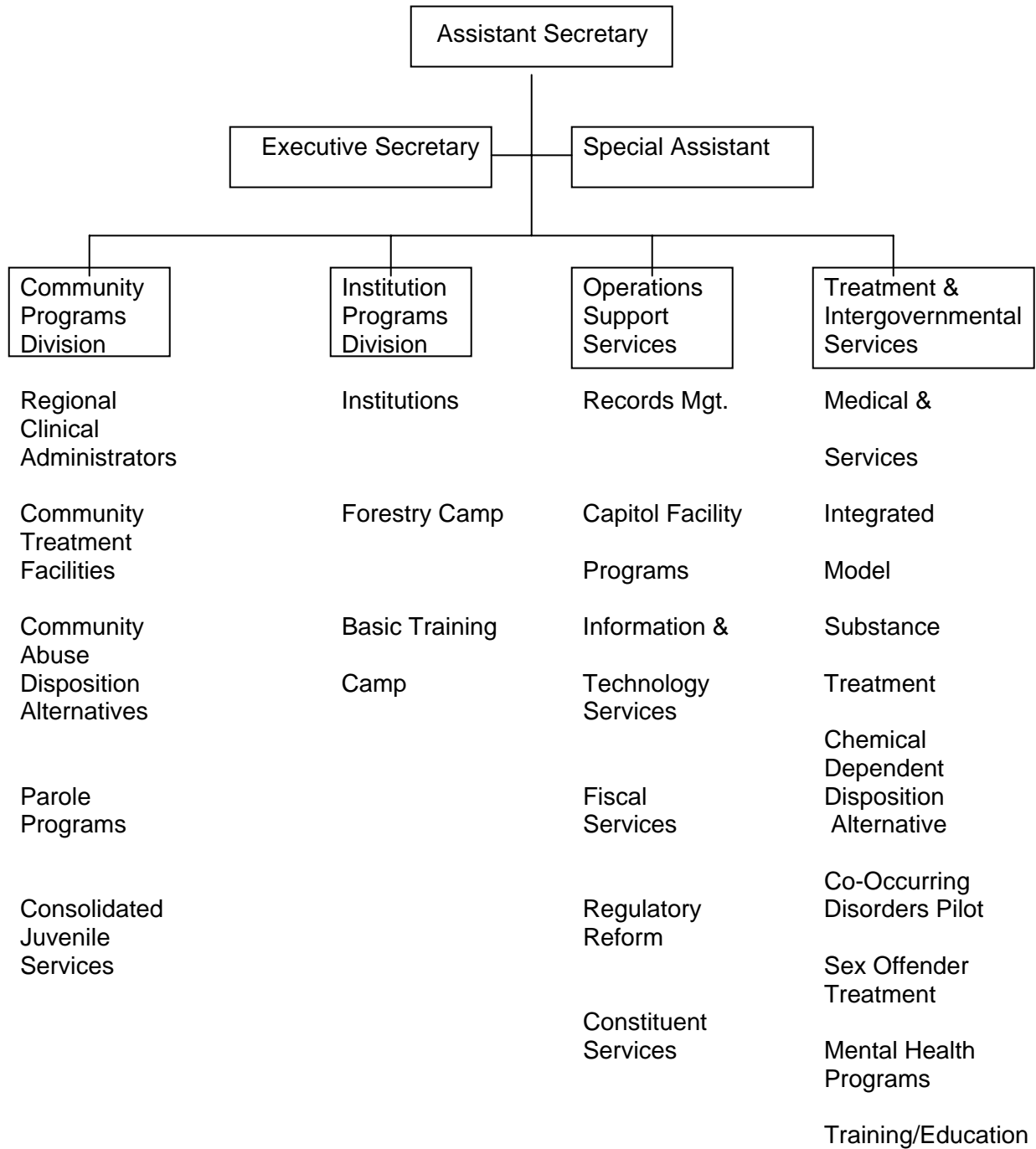
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State WASHINGTON**AGING AND DISABILITY SERVICES ADMINISTRATION ORGANIZATION CHART**

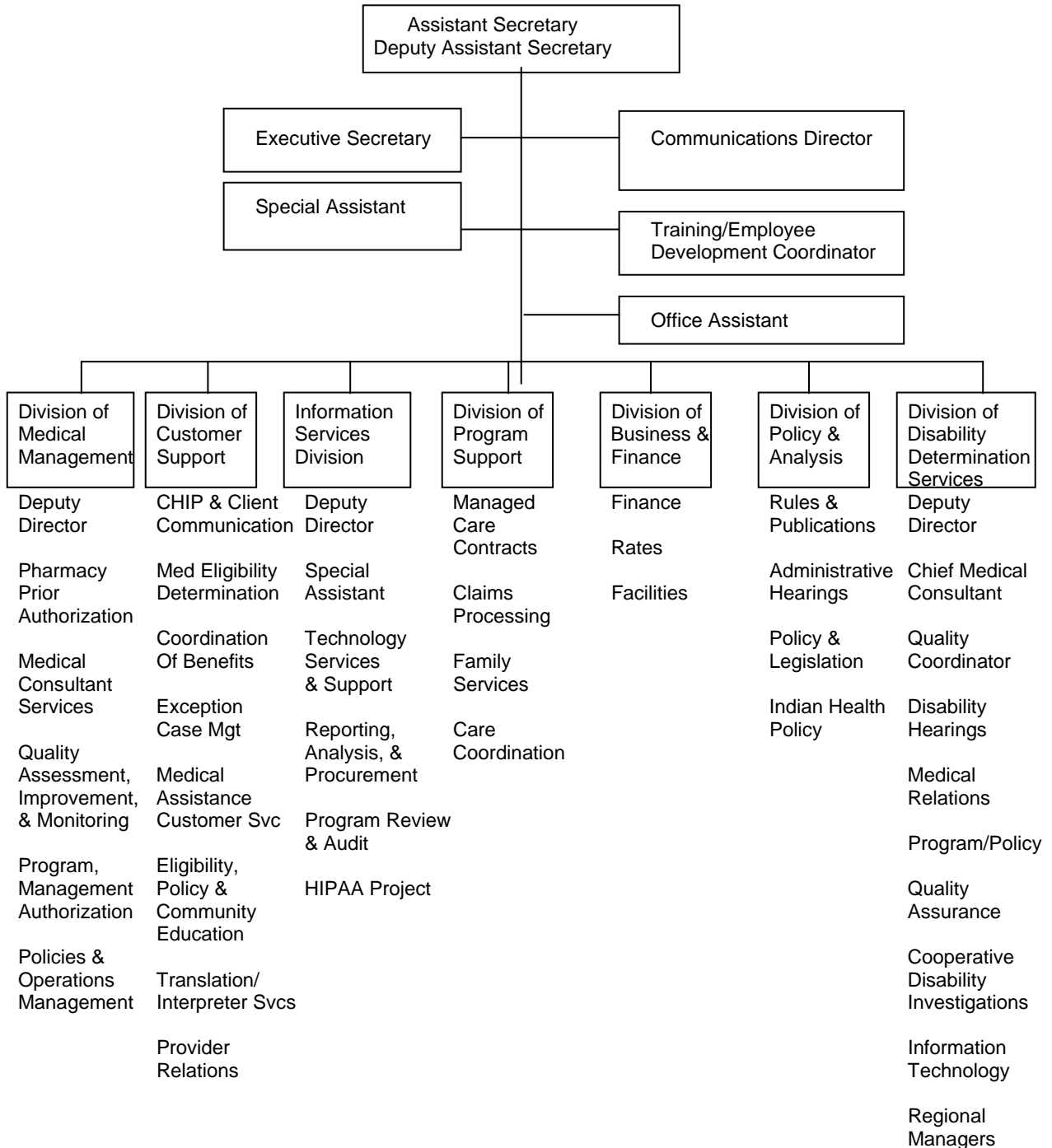
STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**HEALTH AND REHABILITATIVE SERVICES ADMINISTRATION ORGANIZATION
CHART**

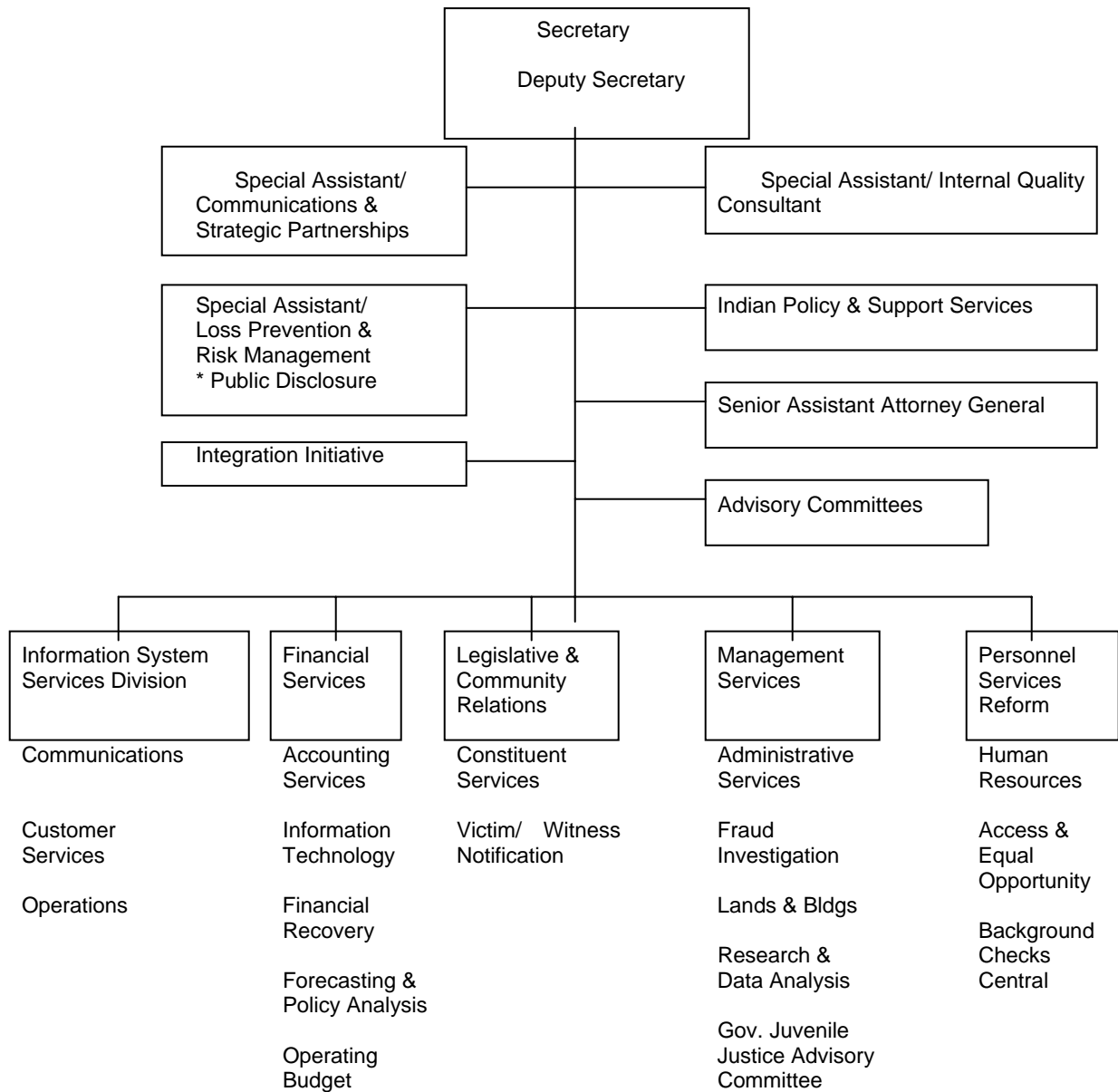
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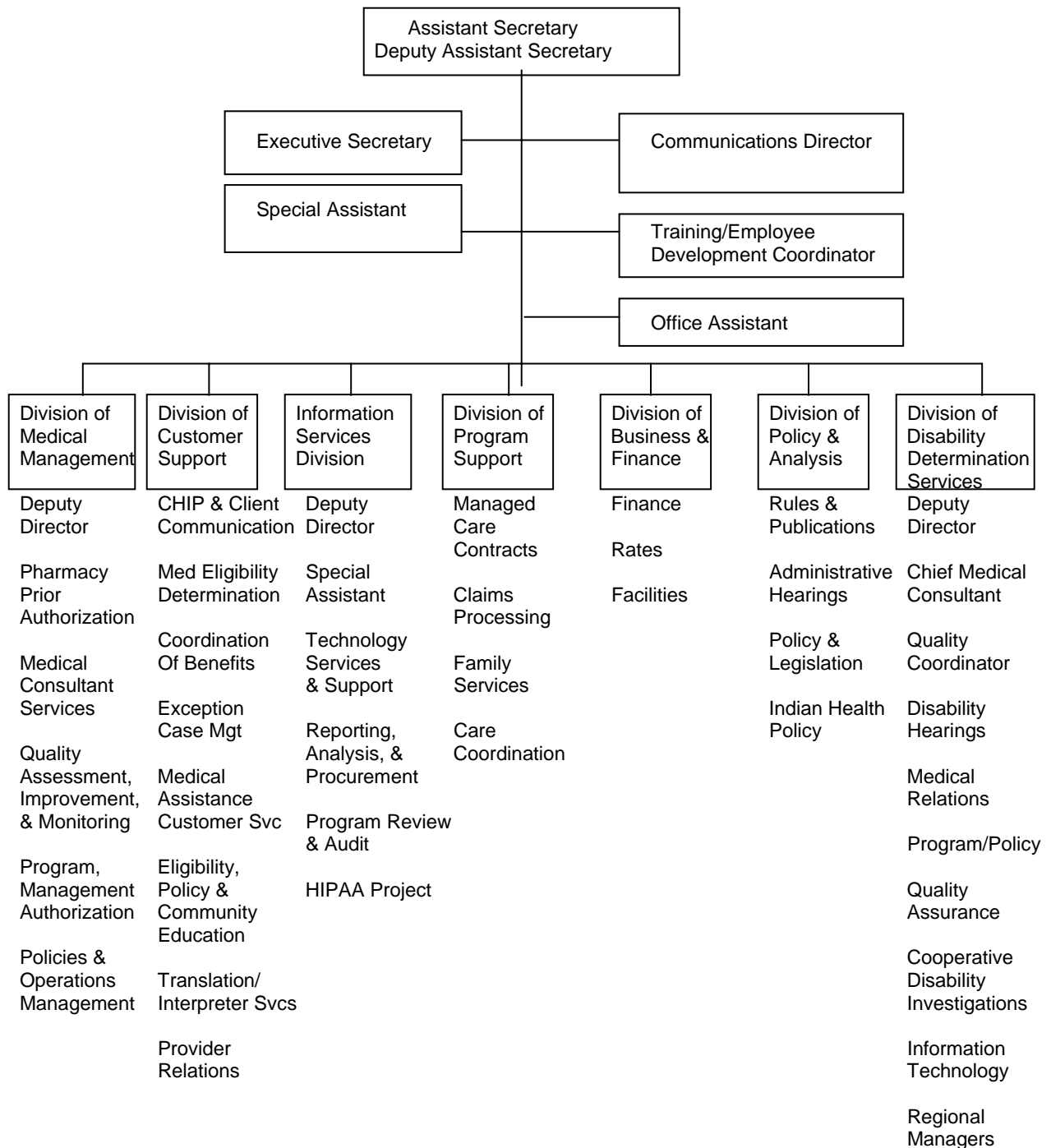
State WASHINGTON**JUVENILE REHABILITATION ADMINISTRATION ORGANIZATION CHART**

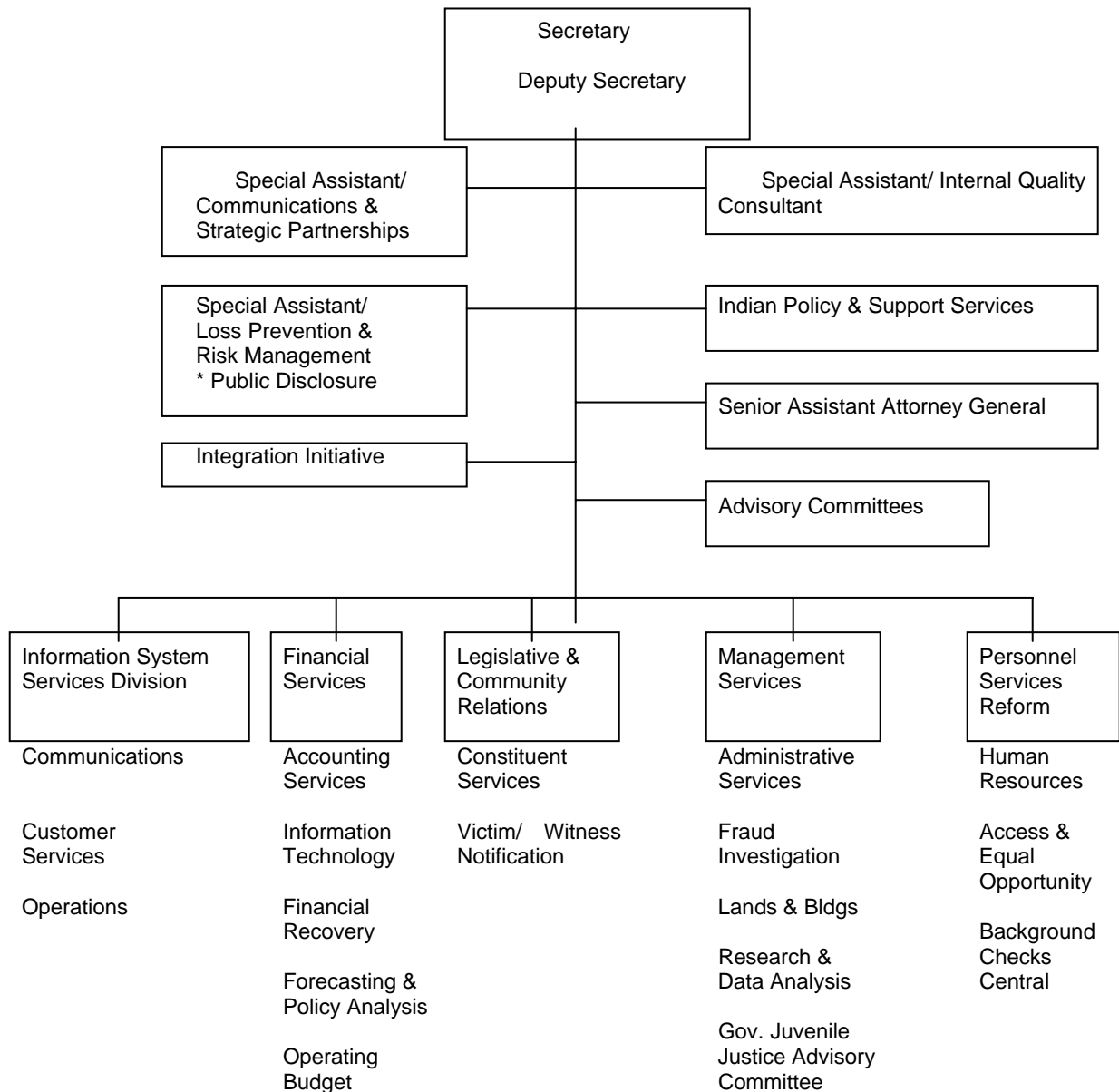
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State WASHINGTON**MEDICAL ASSISTANCE ADMINISTRATION ORGANIZATION CHART**

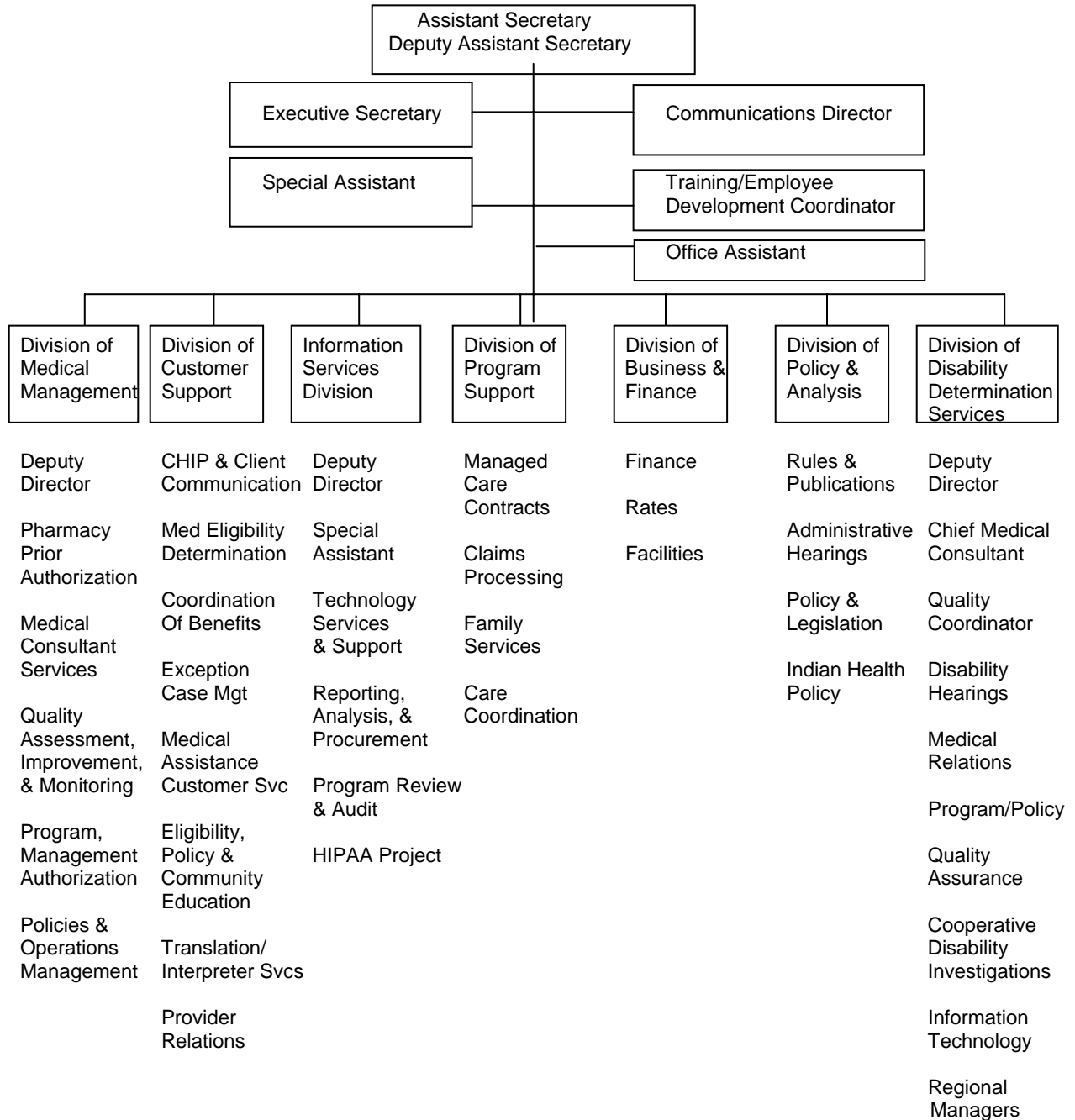
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State WASHINGTON**OFFICE OF THE SECRETARY ORGANIZATION CHART**

MEDICAL ASSISTANCE ADMINISTRATION ORGANIZATION CHART

OFFICE OF THE SECRETARY ORGANIZATION CHART

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Organization Chart**

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**MEDICAL ASSISTANCE ADMINISTRATION**

Medical Assistance Administration (MAA) is the designated medical assistance unit for the Single State Agency. MAA makes necessary health care services available to recipients of income assistance, SSI beneficiaries, and eligible persons with low income who do not qualify for financial assistance.

The mission of MAA is to assure that necessary medical care is available to all eligible low-income persons. Emphasis is placed on meeting the unique needs of a diverse client population including clients with disabilities. To fulfill its mission, the program promotes client access to necessary medical care; assures that the quality of care meets community-wide standards; promotes appropriate use of services by clients; promotes delivery of appropriate care by service providers; assures service providers are paid quickly and accurately; and assures that services are purchased in a cost-effective manner. MAA also assists Department of Social and Health Services (DSHS) field services within Community Services Offices (CSO) to assure prompt and correct eligibility determinations for program applicants.

MAA is composed of seven Divisions and the Office of the Assistant Secretary:

Office of the Assistant Secretary (OAS)

Overall responsibility for program operations and for developing the Medicaid waivers to implement health care reform efforts as mandated by The Washington Services Act of 1993.

Division of Business and Finance (DBF)

Works with other administrations, state agencies, and providers on rates and reimbursements, handles the School Administrative Match program, and provides administrative and operational support for all of Medical Assistance Administration.

Division of Medical Management (DMM)

Makes evidence-based medical coverage decisions; establishes medical policies and procedures; authorizes medical and dental services based on medical necessity in the most cost-effective manner, utilizing clinical knowledge and technical expertise; and monitors quality, based on outcomes, access, customer service (clients and providers), and costs.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration, continued***Division of Program Support (DPS)*

Consists of four distinct programs:

- Care Coordination - provides program management for the Disease Management Initiative and overall responsibility for coordinating implementation of the Medicaid Integration Project.
- Claims Processing - processes medical claims for contracted MAA providers and for administering the premium payment system for MAA's managed care clients.
- Family Services - - provides program management for a variety of services related to maternity, family planning (including Take Charge), children's health (EPSDT), kidney disease, and dental access/service enhancements for children.
- Managed Care Contracts - oversight of the Healthy Options program, and interacts with other administrations and state agency managed care programs.

Division of Customer Support (DCS)

Analyzes and implements medical eligibility policy, provides community education, and assists clients to access Medicaid benefits; implements and monitors brokered client transportation and interpreter services programs; develops and manages client materials, publications, websites, and communications strategies; enrolls clients in managed care and maintains the client and provider information hot-line system; administers exemptions and disenrollments from the managed care program; determines financial eligibility for medical policies and procedures for SCHIP, foster children, and Take Charge family planning; enrolls and maintains the provider master file and conducts on-site provider training and education statewide; and identifies, researches, cost-avoids, and recovers medical expenses from third parties and reimburses clients for cost-effective health care premiums.

Division of Disability Determination Services (DDDS)

Provides disability determinations for Social Security, Supplemental Security Income and Title XVI related Medicaid clients.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration, continued***Division of Policy and Analysis (DPA)*

Consists of:

- Indian Health Policy - the MAA statewide contact and liaison to the 29 federally recognized Tribes in Washington State.
- Administrative Hearings - coordinates and facilitates hearings for fee-for-service clients and providers (vendors).
- Health Policy Analysis - formulates issues, makes recommendations on policies and procedures pertaining to the tactical operations of MAA and other DSHS medical programs.
- Legislative Relations - bill analysis and consultation on issues related to the Medicaid and SCHIP programs, national health care reform, and state programs serving low-income persons.
- Rules & Publications - coordinates and facilitates the development, adoption, and 4-year review of all MAA Washington Administrative Code (WAC), billing instructions, and numbered memoranda. Publishes forms, client brochures, and other educational material. Coordinates Title XIX Medicaid State Plan amendments.

Information Services Division (ISD)

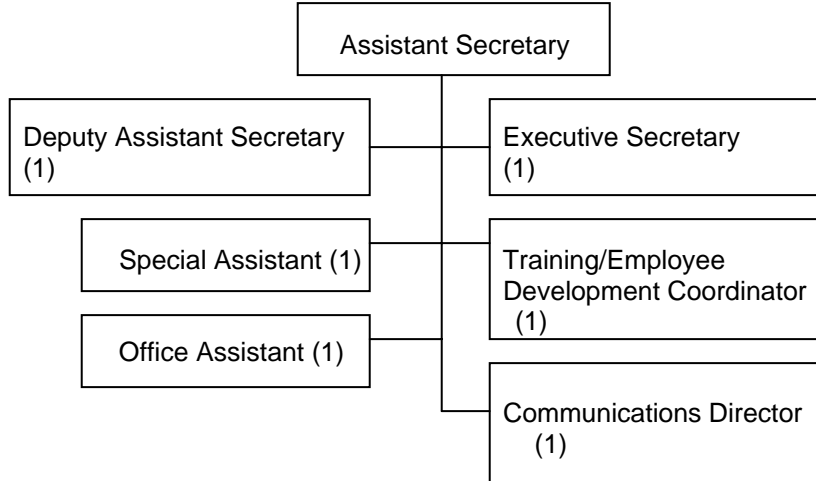
Consists of four sections:

- Technology Services and Support - Responsible for the development and maintenance of custom designed applications and MAA web services. Provides database design and administration for databases residing on local services. Administers and manages the Local Area Network (LAN) and workstation support. Manages the telephone system.
- Reporting, Analysis and Reprocurement, Payment Review, and MMIS - Manages the Medicaid Management Information System (MMIS) and its various sub-systems; this includes interface with CMS. Provides necessary data and information about medical services provided to MAA clients. Administers public disclosure requests, managed care encounter data and enrollment reports, and ACES eligibility reporting. Administers DSHS-wide payment review program.
- Health Insurance Portability and Accountability Act (HIPAA) Project - Implements compliance with HIPAA-compliant solutions consistent with DSHS requirements. Contributes to DSHS compliance with HIPAA rules. Manages remediation of current MMIS system and development of system-related components. Provides communication between constituents, stakeholders and DSHS staff.
- Program Review and Audit - Provides a comprehensive, integrated approach to the identification and prevention of fraud, waste, and abuse in DSHS programs.

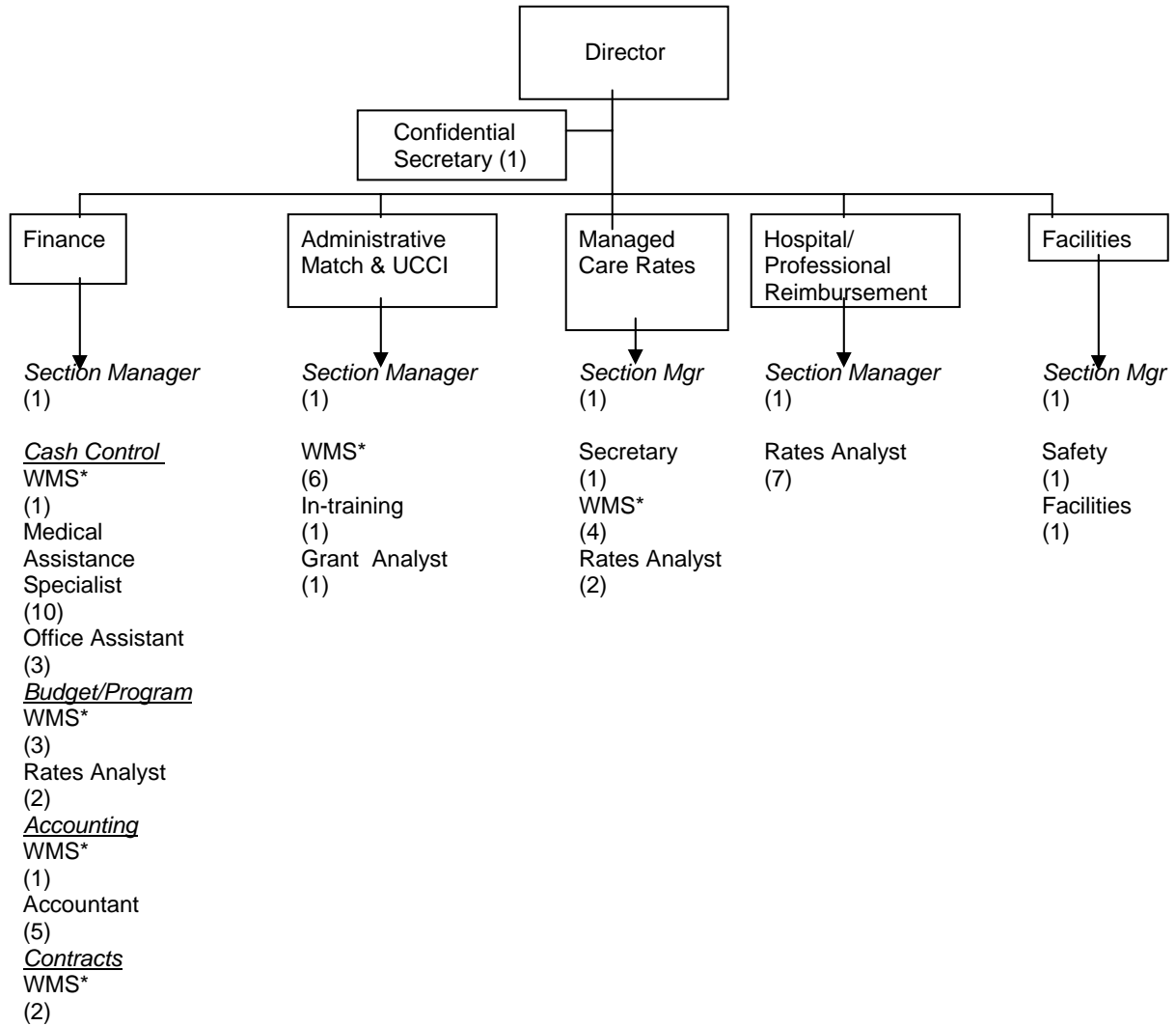
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State WASHINGTON

Medical Assistance Administration Office of the Assistant Secretary

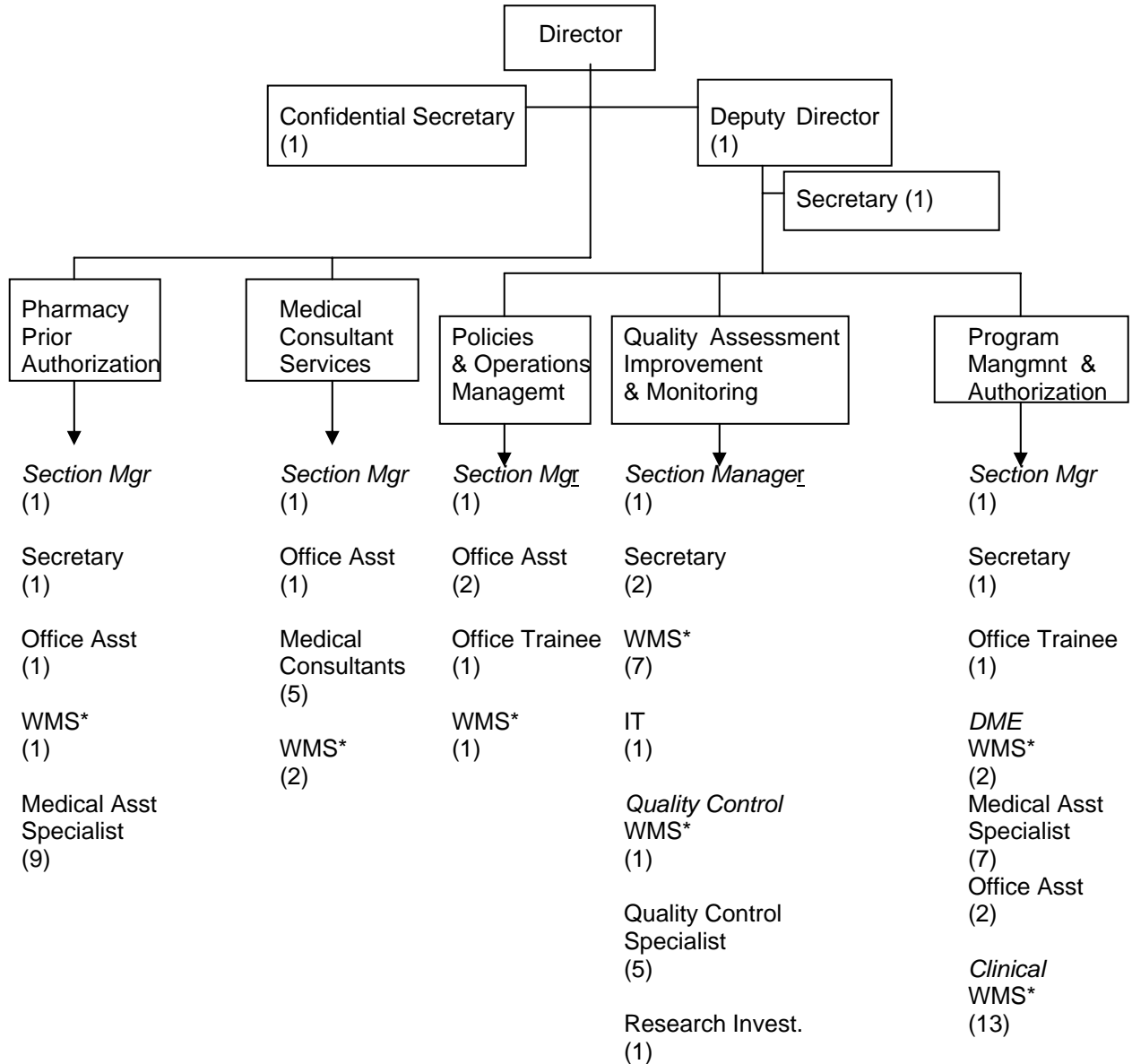


STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Business and Finance**

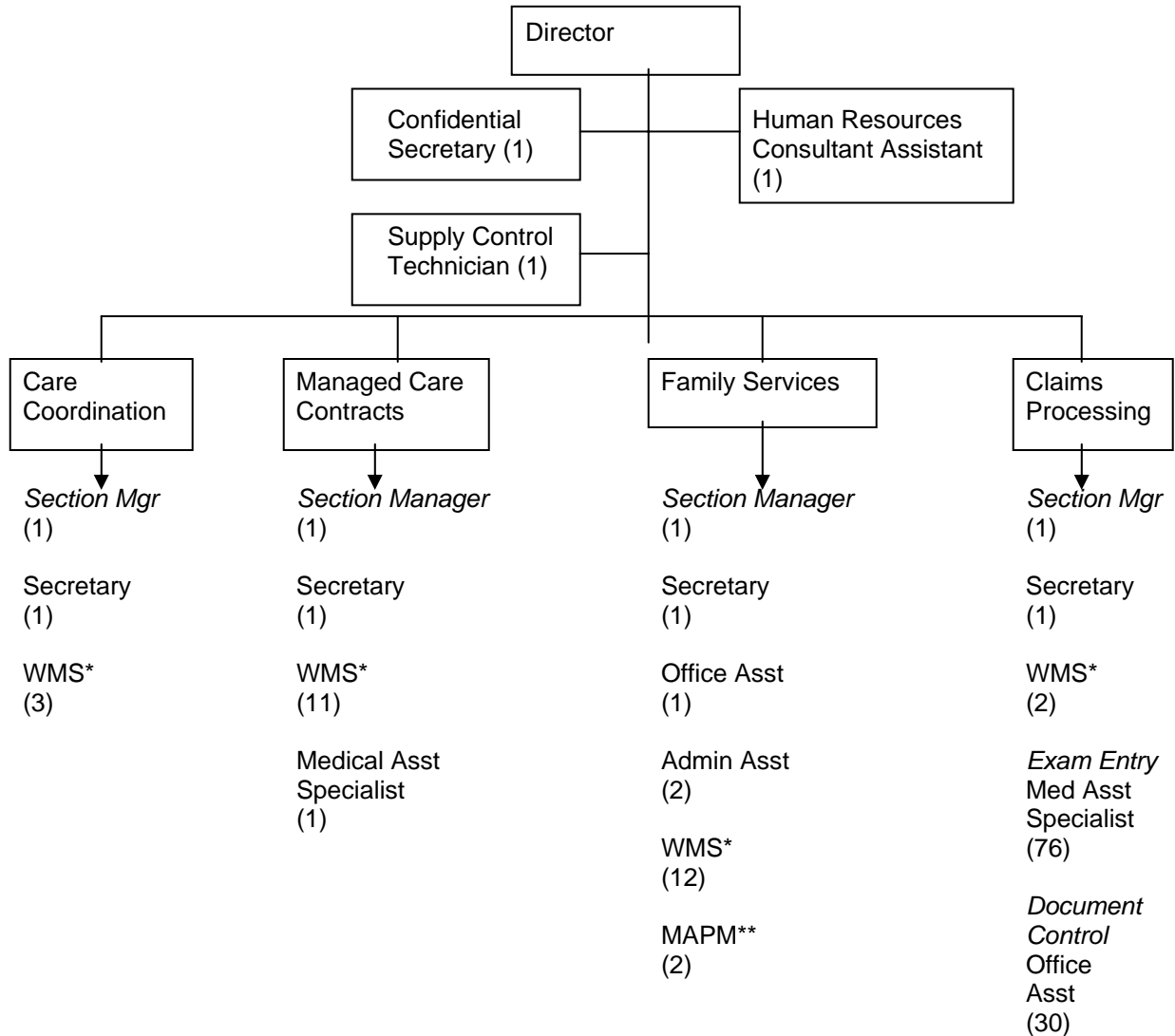
*Washington Management Service position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Medical Management**

*Washington Management Service position

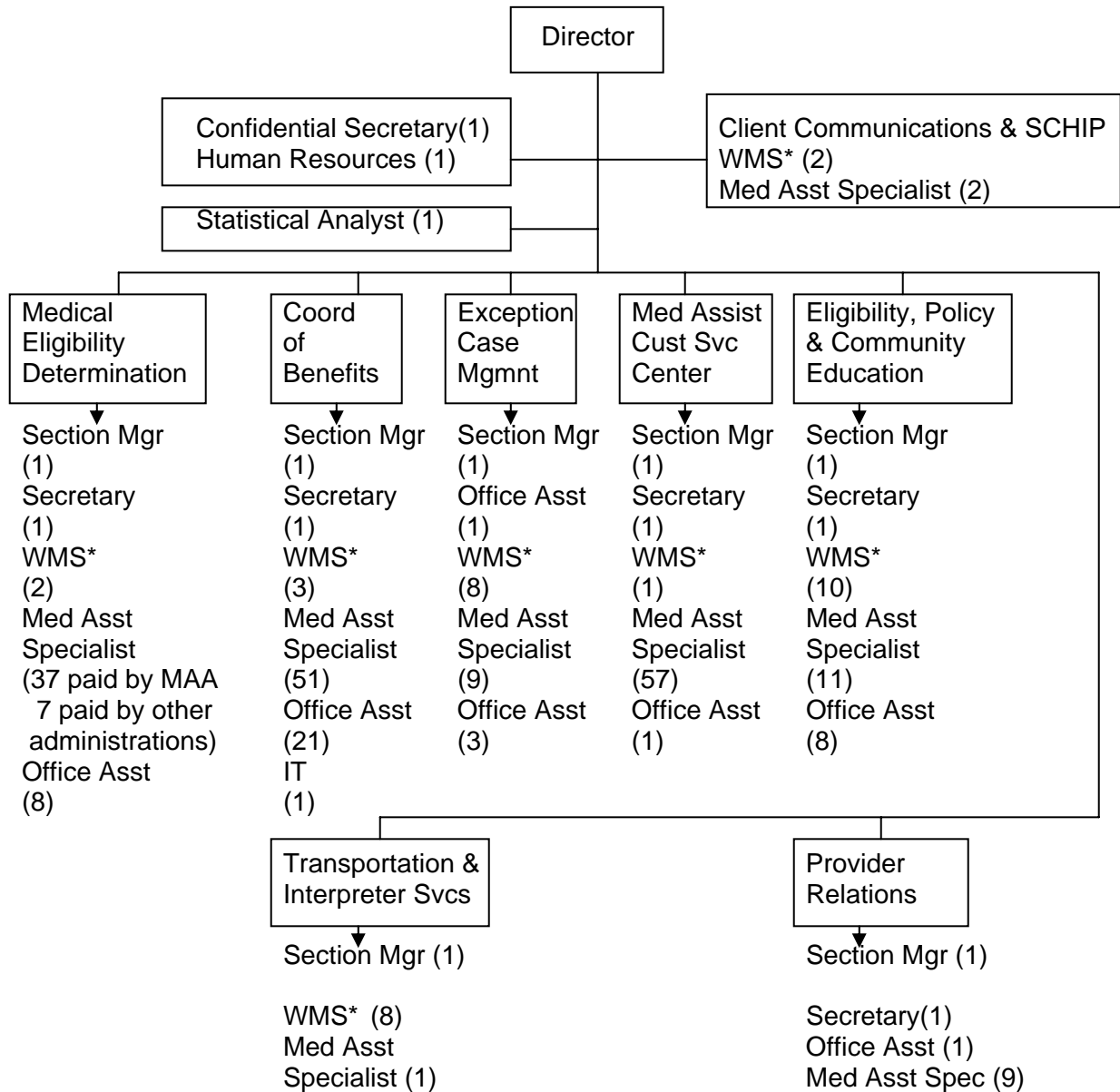
STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Program Support**

* Washington Management Service position

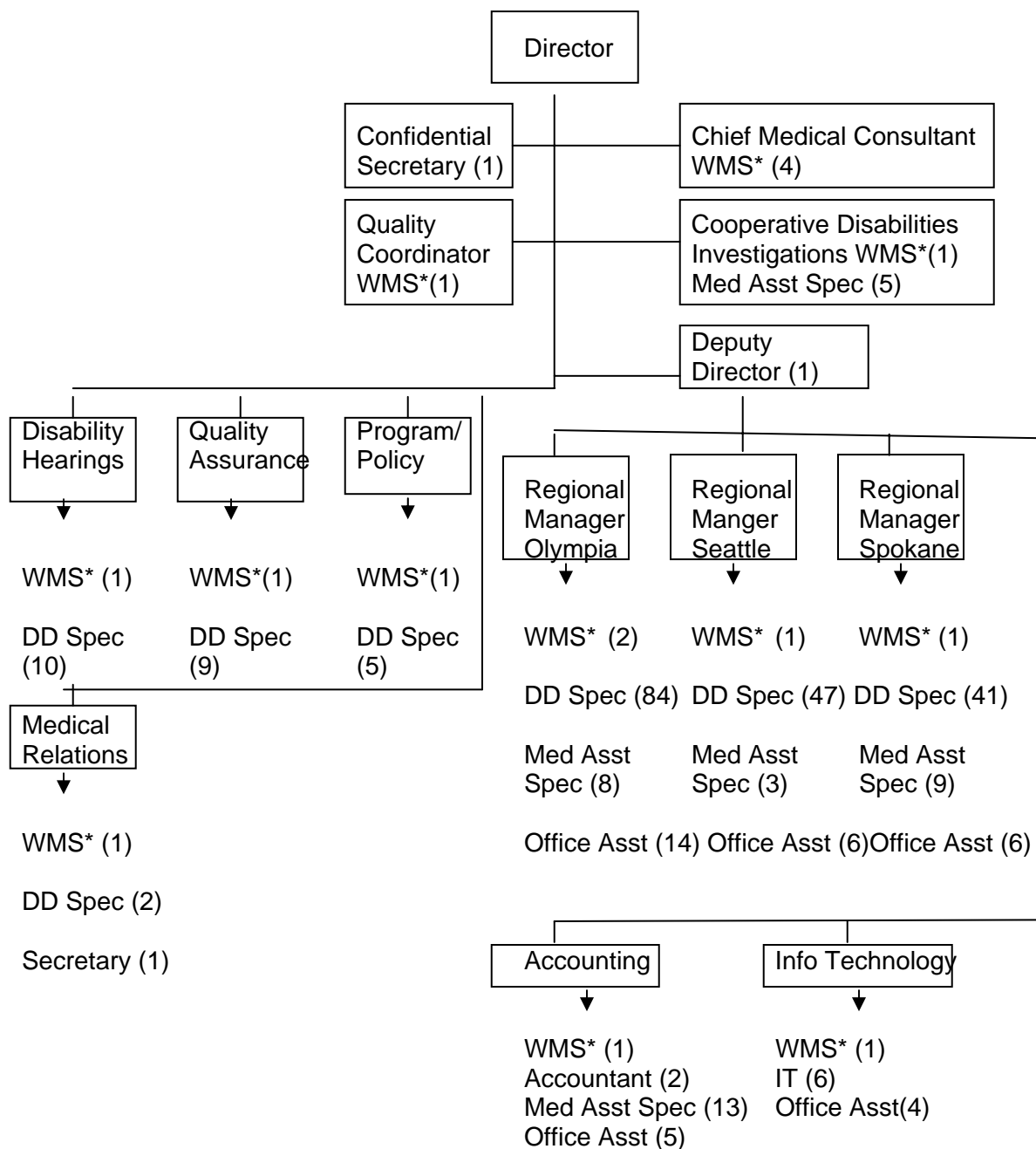
**Medical Assistance Program Manager position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Customer Support**

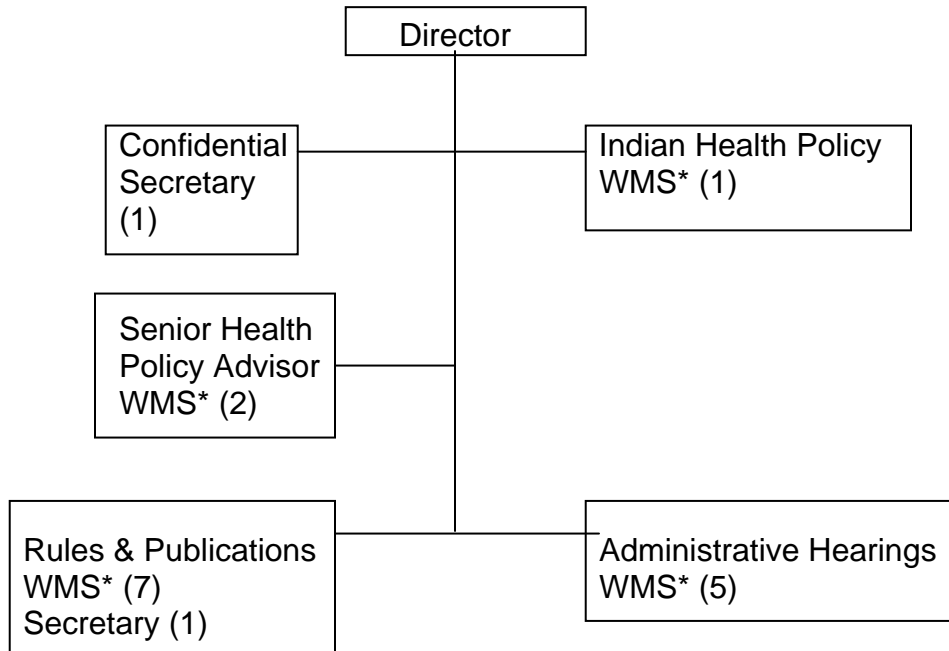
*Washington Management Service position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Disability Determination Services**

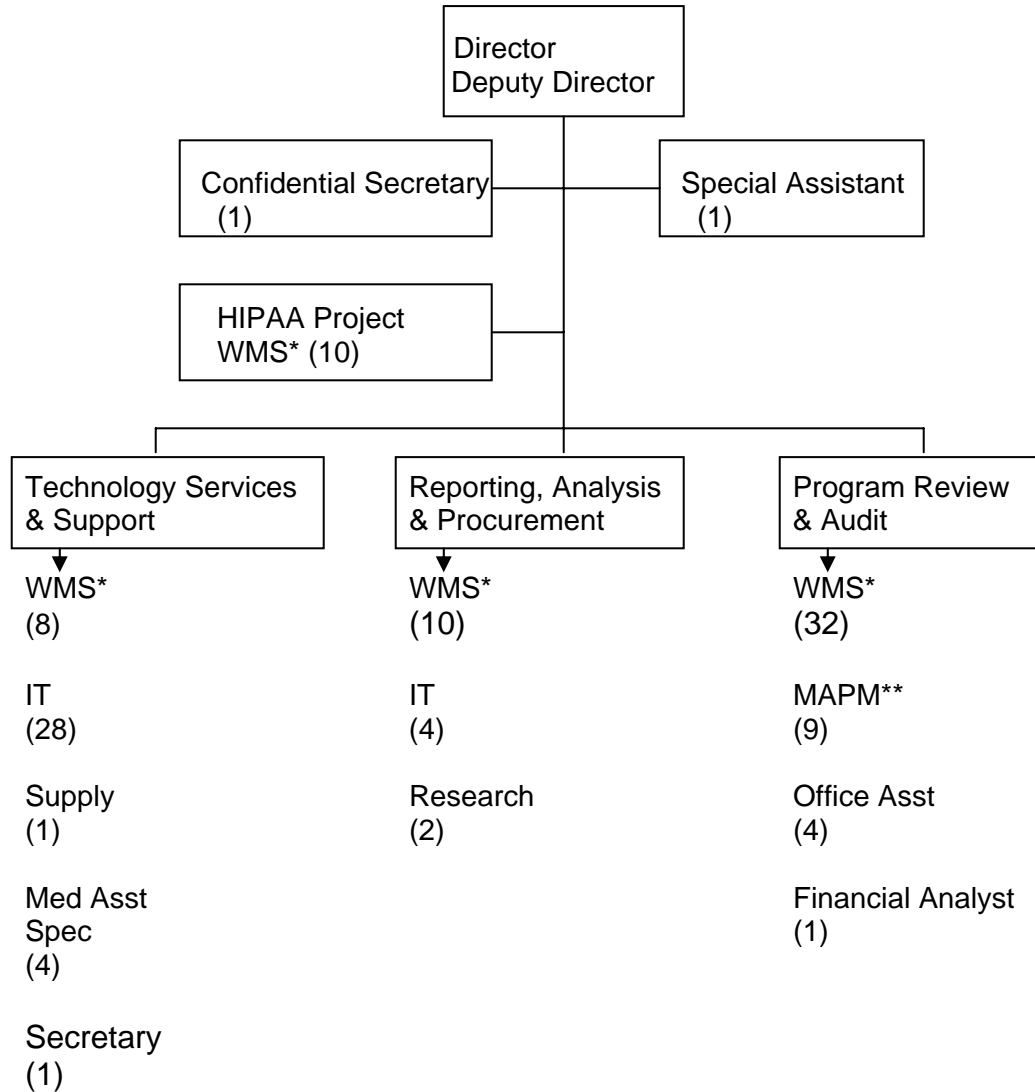
*Washington Management Service position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Division of Policy and Analysis**

*Washington Management Services position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON**Medical Assistance Administration Information Services Division**

*Washington Management Services position

**Medical Assistance Program Manager position